

Withdrawn Encounters



When an encounter is withdrawn (voluntary deletion) from the AHCCCS system (denial reason x899), the RBHA should resubmit the encounter correctly and in a timely manner. Contractors must

document the reason the encounter was deleted, maintain a record of the deleted CRN and upon request, make this documentation available to ADHS/DBHS for review.

Place of Service

The reference screen RF115 (procedure place of service) and RF107 (place of service) provides Contractors with place of service codes, descriptions and effective beginning and ending dates of service. Refer to these screens if you are having difficulty with encounters pending for error code H780 (place of service is not on file), H241 (place of service is required) and S430 (place of service is invalid for specified procedure).

Rates Information

AHCCCS has revised its fee-for-service (FFS) fee schedule payment rate for manually priced (By Report) services. The revision applies to all services on the FFS fee schedule for which AHCCCS has not established a procedure-specific rate.

The new AHCCCS payment rate is 65% of the covered billed charges, a decrease from the previous rate of 80% of covered billed charges. Up-to-date FFS rates are available on-line at www.ahcccs.state.az.us.

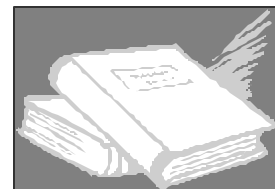


ICD-9 & CPT-4 Coding Workshops

Cross Country University (CCU) will be hosting two workshops for proper coding techniques. Training on day one includes ICD-9 diagnosis coding for the physician's office, and hospital IP and OP.

Day two will cover procedure coding with ICD-9 and CPT-4 strategies and techniques. The classes will be held on February 4th and 5th in Tucson, and February 6th and 7th in Phoenix.

For additional information contact Michael Carter at (602) 553-9075 or CCU direct at 1- 800-397-0180. Registration and additional information can also be obtained by visiting CCU on-line at www.crosscountryuniversity.com.



Top Monthly Pended Encounters

These edits continue to represent the majority of the pended encounter problems and may be sanctionable.

Z720—Exact Duplicate Found

Encounters are pending because at least one claim was found in the system that matches the pending claim. These claims need to be researched by the RBHA's to determine the cause for the exact duplicate. Multiple units of service for the same client on the same day should be combined. For example: If a client is seen for Peer Support twice in one day, W4048 should be billed on one claim with two units instead of two claims for one unit each.

The number of encounters pended for Z720 are as follows:

NARBHA	10,251
EXCEL	9,061
Value Options	56
CPSA 5	34
CPSA 3	5

R600 – Medicare Coverage Indicated But Not Billed

Encounters are pending because the TPL file indicates the recipient has Medicare coverage, but the claim has been submitted with the Medicare fields blank. If the TPL file indicates a recipient has Medicare, claims must be submitted with a dollar amount. If the service is not a Medicare covered service, zero must be entered in the Medicare fields. A zero value indicates Medicare did not cover or denied the service.

The number of encounters pending for R600 are as follows:

CPSA 5	4,480
Value Options	1,690
CPSA 3	1,109
NARBHA	609
Excel	87

R295-Medicare Reported but Not Indicated

Encounters are pending because the AHCCCS system shows the client has Medicare coverage, but Medicare is not indicated on the encounter. Providers can check for Medicare coverage in PMMIS RP150.

NARBHA	6,083
Value Options	1,627
CPSA 5	152
EXCEL	115
PGBHA	69

Fraud and Abuse Reporting

Please ensure providers and members know how and where to report fraud and abuse. It is our objective to be proactive in the prevention and detection of fraud and abuse in the Behavioral Health System. Those wanting to report possible fraudulent activity may do so by contacting their RBHA Fraud and Abuse Coordinator, or may report directly to Michael Carter (Fraud and Abuse Investigator, Division of Behavioral Health Services) at (602) 553-9075. Callers may remain anonymous. Also, any open cases at the RBHA's should be referred immediately to the Division of Behavioral Health Services.

Updates from the Encounters Unit

As mentioned during the last RBHA/IT meeting on December 12, 2002, encounters pending over 120 days are subject to sanctions. If you need assistance with any pending encounters, please contact your RBHA Technical Assistant.

To comply with HIPAA/AHCCCS mandates, DBHS will be adding a new pre-processor edit that will not allow adjustments for any form types into CIS. RBHA's will be required to use the void/replacement process to update encounters that were previously approved. Office of Program Support staff will be distributing additional details on the void/replacement process, along with the edit effective dates as quickly as possible.

Bureau of Financial Operations Employee Updates

Chris Petkiewicz will be the new Chief Financial Officer for the Division of Behavioral Health Services effective January 6, 2003. Chris, who comes to us from the Department of Administration, has a wealth of experience in Financial Management. He is also a long-standing state employee. Welcome to the Division Chris!

Anita Delgado is no longer an employee of the Division of Behavioral Health Services. Anita's assigned RBHA's (along with the other RBHA's) may refer any technical questions to either Javier Higuera (602) 553-9085 or Kevin Gibson (602) 53-9101.

Encounter Tidbits Editorial Staff

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